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1. Purpose and Scope. This part of the EEOICPA PM addresses the jurisdiction of cases and the movement of mail and case files and records within the District Office (DO) and out of the DO. It also discusses how to create and maintain case files.
2. Responsibilities. Effective handling of mail and files requires cooperation within the DO. Responsibilities of the various units are as follows:
  - a. Mail Room Staff. Mail room staff process mail, make up and maintain physical case files, pull and deliver files to various locations within the DO and transfer/loan cases to other offices.
  - b. Automated System Support Staff. Systems support staff enter data, create case files on the automated system, key location changes, and produce reports to support case processing.
  - c. Claims and Other Staff. Personnel in claims and other units key location and status changes and forward each file to its next location. Only files with pending action are kept in the claims units or other units in the DO.
  - d. Managers. The District Director and/or Regional Director authorizes any local changes to the procedures described in these chapters needed because of variations in staff size or the number of claims handled.
3. Contents of Part 1. The chapters and their subjects are:
  - a. Part 1-200, Processing Mail. This chapter describes the kinds of mail which the DOs receive, and how to handle each kind. It also addresses sorting, recording, searching for mail and how to process outgoing mail. Finally, it discusses the role of Resource Centers.
  - b. Part 1-300, Case Creation. This chapter describes the contents of new cases and how to create them.

3. Contents of Part 1. (Continued)

c. Part 1-400, Case Maintenance. This chapter describes how to maintain case files. It includes procedures for dividing file material, and repairing damaged folders. It addresses changes to the database.

d. Part 1-500, Transfers and Loans This chapter describes how to send case files from a DO on either a temporary or permanent basis and how to refer case records to NIOSH or to medical specialists.

4. Automated Systems Support. The work of the Mail and File Unit is closely tied to the automated system support functions within the DO, and some of those functions are referenced in the chapters that follow. Specific instructions for using the system are set forth in the ECMS Users Manuals.